



**CountyStat**  
Performance Measurement and Management

# Open Performance Overview

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**data-driven performance ▪ strategic governance ▪ government transparency ▪ culture of accountability**



# The NEW Open Performance Website

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MONTGOMERY COUNTY  
Maryland

Residents Businesses Government Departments Online Services

CountyStat Home  
Initiative Overview  
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## CountyStat

CountyStat is a component of Montgomery County's new results-based accountability system that promotes a culture of "managing for results", while addressing one of the County's priority objectives:

**"A Responsible and Accountable County Government"**



"Our residents have the right to expect every County department and employee to be responsive and accountable for every aspect of the services they are providing. To accomplish this goal, I have introduced the 'CountyStat' program, which will use real-time data to focus departments' efforts, monitor and measure their performance and ensure that they provide more effective and efficient response to our customers. I believe that our government can – and must – do a better job in its use of finite public resources to help achieve and sustain Montgomery County residents' priority objectives and deliver meaningful results."

- County Executive







Select Language





CountyStat  
Performance Measurement and Management

Sign Up Sign In



Home Overview

Priority Objectives Cross-Department Initiatives Departments Non-Principal County Offices



CountyStat is a founding member of Mid-Atlantic StatNet, a regional consortium which brings together the "Stat" practitioners from state and local governments for peer learning and benchmarking on performance and performance management. [StatNet Home](#) | [Past Events](#)

Montgomery County Priority Objectives

In 2006, a diverse group of 150 residents were tasked with identifying the qualities of life in Montgomery County that matter most. The results of their work are the eight Priority Objectives shown below. Clicking on an Objective tile will show you a set of high-level indicators tracking Montgomery County's performance in each area based on Census and other public data, plus the entire range of County Department Headline Performance Measures that align with the selected area. For More Information, please visit: [The County Executive's Transition Report \(pdf\)](#)



A Responsible and Accountable  
County Government



Affordable Housing in an  
Inclusive Community



An Effective and Efficient  
Transportation Network



Children Prepared to Live and  
Learn

OLD

Detail	Measure Text	Detail	Current Value	Previous Value	Fiscal Year	Performance
DOCR	Zero tolerance security incidents - Number of inappropriate releases of inmates	Detail	0	2	FY13	↑
DOCR	Percent of inmate bed needs met, percent of inmates receiving a bed assignment before overcrowding measures need to be taken	Detail	100%	100%	FY13	↔
DOCR	Accreditation standards from the Maryland Commission on Correctional Standards and the Correctional Education Association - Percent of standards met	Detail	100%	100%	FY13	↔
DOCR	Security incidents - Number of escapes from the Pre-Release Center, a community located, minimum security program	Detail	3	7	FY13	↑
DOCR	Security incidents - Number of escapes returned to the Pre-Release Center, a community located, minimum security program	Detail	3	7	FY13	↔
DOCR	Zero tolerance security incidents - Number of inmate suicides	Detail	0	0	FY13	↔
DOCR	Zero tolerance security incidents - Number of jail escapes	Detail	0	0	FY13	↔
DOCR	Zero tolerance security incidents - Number of sexual misconduct or Prison Rape Elimination Act (PREA) incidents	Detail	3	0	FY13	↓
DOCR	Self growth and development programs - Percent of inmates at the Montgomery County Correctional Facility participating in programs	Detail	80%	78.0%	FY13	↑
DOCR	Self growth and development programs - Percent of inmates at the Pre-Release Center participating in programs	Detail	100%	100%	FY13	↔

Headline Performance Measures

NEW

Escapes

0

Escapes

✓

Detail >

Inappropriate Releases of Inmates

4

Inappropriate releases of inmates

✗

Detail >

Inmate Suicides

1

Inmate suicide

✗

Detail >

Prison Rape Elimination Act

1

Incident

✓

Detail >

Pre-Release Center Escapes

6

Escapes

✗

Detail >

Inmate Bed Needs Met

100

Percent

✓

Detail >

Accreditation Standards Met

100

Percent of standards met

✓

Detail >

MCCF Program Participation


87

Percent of inmates

✓

Detail >

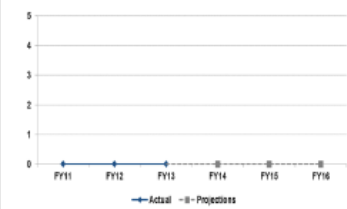
OLD



Montgomery County Department of Correction and Rehabilitation  
FY2013 Performance and Accountability Report

Leading Performance Measure 1: Zero tolerance: number of jail escapes

Performance Trends



	FY11	FY12	FY13	FY14	FY15	FY16
Actual	0	0	0	0	0	0
Projections	0	0	0	0	0	0

Factors Contributing to Current Performance

- Continues as the highest priority of all jail operations
- Staff every security post, every shift, every day – no exceptions at any time
- Halt jail operations to conduct counts
- Unrelenting attention to all security standards, all DOCR Policies and Procedures and irrevocable attention to Maryland and American Correctional Association security guidelines
- Immediate response to any perimeter security deficiencies or issues of concern

Factors Restricting Performance

- Budgetary limitations on maintenance restrict some preventative maintenance operations. Building and perimeter security systems demand constant attention to gain the most in security supervision and restrict escape potential;
- Detention electronics fall into the same category as maintenance operations; budgetary availability for replacement parts and key elements of system redesign push security operations to the maximum. Maintenance limitations create ongoing issues that should be engaged as detention electronic age in a maximum-security detention setting.

Performance Improvement Plan

- Continue strong collaboration with Department of General Services to immediately report any security-focused maintenance deficiencies that could link to an escape potential – including perimeter security fences, all external access points, any building imperfections that provide access to the outside of the building, and all detention electronics that signal any system failures that warrant immediate action and attention. DOCR will continue to present maintenance needs as a function of the total security operation – implement software improvements to locking devices;
- Security operations – policy and procedures are the backbone of escape prevention: emphasis on all Maryland State Correctional Standards and American Correctional Association. Local Detention Standards seek 100% compliance with all best practices and mandated security guidelines;
- Aggressive staff training in all areas of inmate management and security procedures to maintain the highest level of awareness;
- Security review of all prisoners being taken to outside hospitals and medical appointments by the Sheriff – detailed security assessment that never waivers - corrections must brief transporting law enforcement officers of any possible security issue or behavioral challenge.

NEW

Zero tolerance security incidents: Number of jail escapes

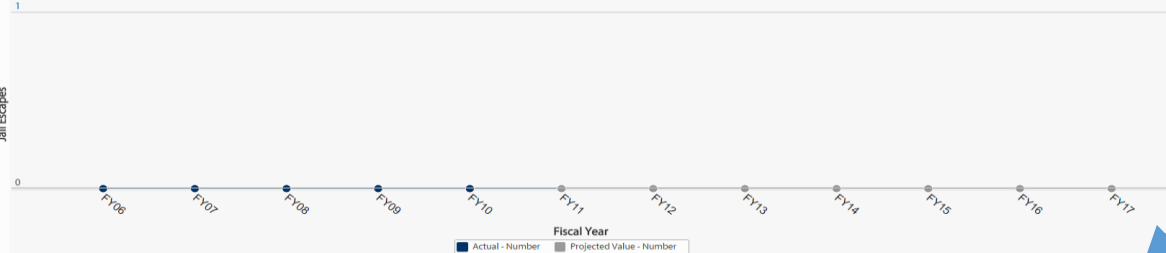
Escapes

Current as of Jun 2014

On Track

Show chart

Performance Trends



Explore the data

Factors Contributing to Current Performance

- Continues as the highest priority of all jail operations.
- Staff every security post, every shift, every day – no exceptions at any time for any reason.
- Halt jail operations to conduct counts every shift.
- Unrelenting attention to all security standards, all DOCR Policies and Procedures and irrevocable attention to Maryland and American Correctional Association security guidelines - no deviation at any time.
- Immediate response to any perimeter security deficiencies or issues of concern.

Factors Restricting Performance Improvement

- Budgetary limitations on maintenance restrict some preventative maintenance operations. Building and perimeter security systems demand constant attention to gain the most in security supervision and restrict escape potential;
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The new website provides a dynamic view of the County's department performance measures.

The color coding and symbols indicate whether the measure has improved, stayed consistent, or declined from the previous year.

Each chart contains an “Explore the data” link where the user can view, download, and graph the data points behind the chart.



## Cross-Department Initiatives


NEW

There are several important issues and populations that the County effectively addresses and serves through collaborative, cross-departmental efforts. These initiatives bring together internal and external stakeholders and resources, design solutions, and provide the programs and services in ways that combine and leverage the varied talents and skills of people across County Government and our community partners.



VERSION 1.0 LIVE

Positive Youth Development Initiative



UNDER DEVELOPMENT

Community Dashboards (Beta)



UNDER DEVELOPMENT

Seniors Initiative (Early Draft - Not Public)



UNDER DEVELOPMENT

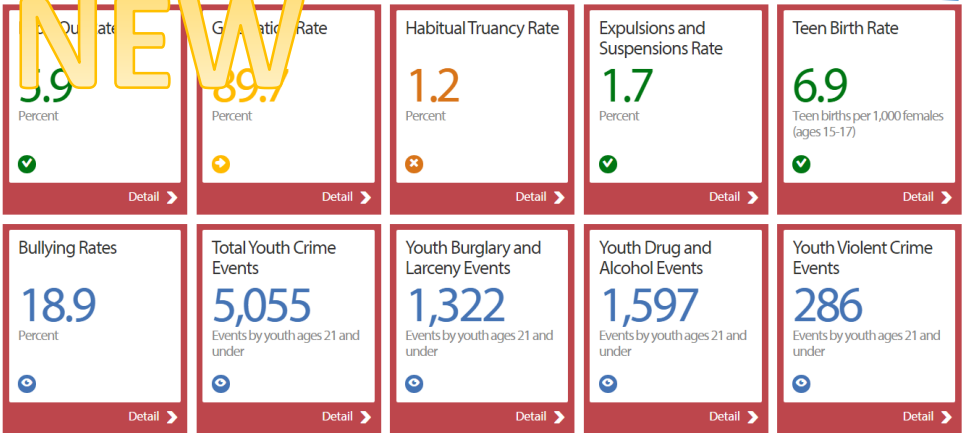
Pedestrian Safety (Early Draft - Not Public)

CountyStat is creating dashboards for cross-cutting initiatives!

The PYDI dashboard is ready to explore and CountyStat will be launching Community Dashboards, the Senior Initiative Dashboard and the Pedestrian Safety Dashboard in the near future.

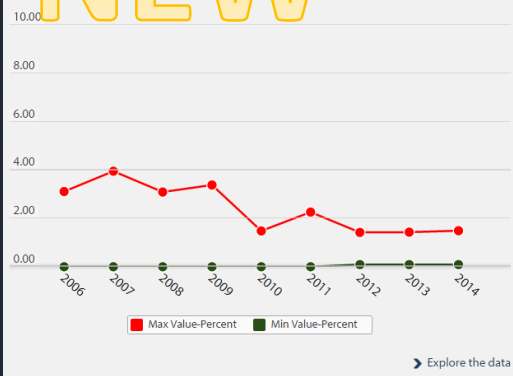
## PYDI County-wide Indicators

NEW

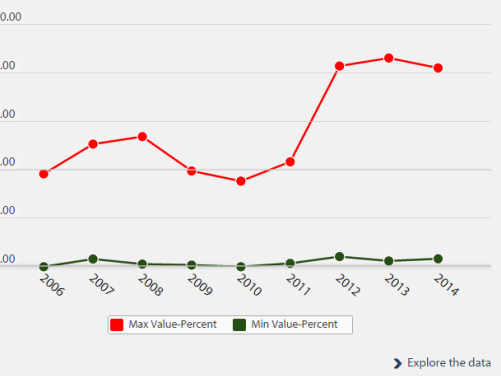


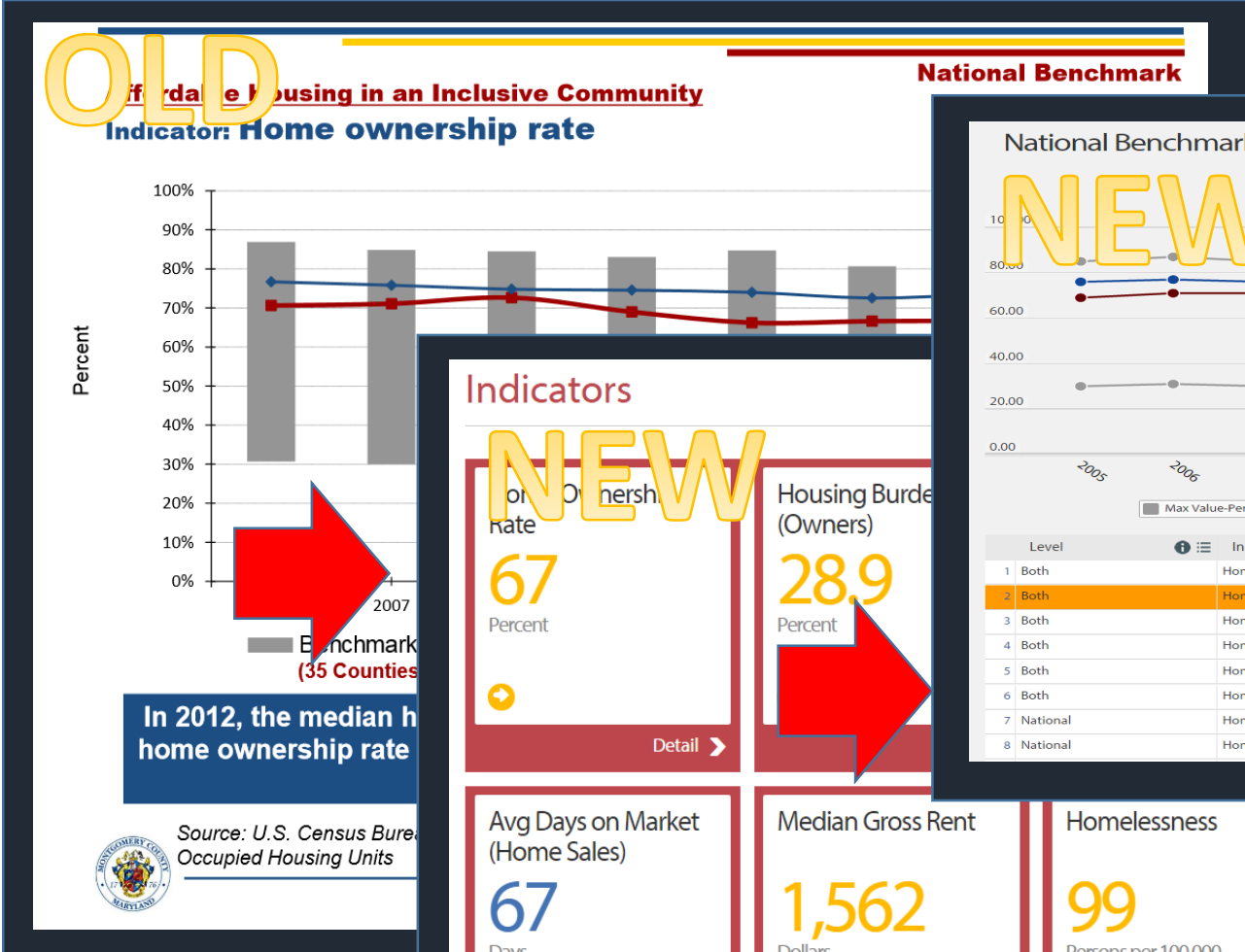
## MCPS middle schools - maximum and minimum truancy rates by year

NEW



## MCPS high schools - maximum and minimum truancy rates by year





# Open Performance